

**MASTER OF SOCIAL WORK  
FOURTH SEMESTER  
ORGANIZATIONAL BEHAVIOUR  
MSW-404 C**

(Use separate answer scripts for Objective & Descriptive)

**Duration : 3 hrs.**

**Full Marks: 70**

**( PART-A : Objective )**

**Time : 20 min.**

**Marks: 20**

**Choose the correct answer from the following:**

**1X20=20**

1. Which one of the following is a characteristic of autocratic leader?
  - a. Strict
  - b. Incompetent
  - c. Benevolent
  - d. Free-rein
2. According to Maslow's Need Hierarchy Theory, the low level needs are:
  - a. Physiological
  - b. Security
  - c. Self-esteem
  - d. All of these
3. According to Mc Gregor, what contributes towards the leadership?
  - a. Knowledge
  - b. Consistent Discipline
  - c. Atmosphere of approval
  - d. All of these
4. Behavioural factors consists:
  - a. Personal attitude
  - b. Behaviour patterns and work habits
  - c. Physical fitness
  - d. None of these
5. Success of management is largely a matter of:
  - a. Effective direction and leadership
  - b. Proper planning
  - c. Effective communication
  - d. All of these
6. Communication in an organization:
  - a. Has no effect on the individual in the organization.
  - b. Acts as behavior initiating stimuli.
  - c. Prevent effective action in organization.
  - d. All of these.
7. The democratic leadership style goes with:
  - a. Theory X
  - b. Theory Y
  - c. Theory Z
  - d. None of these
8. According to Herzberg's motivation hygiene theory, which one of the following is a motivating factor?
  - a. Job security
  - b. Work itself
  - c. Company policy
  - d. Interpersonal relations characteristics
9. Likert believed the following types of leaders to be more effective:
  - a. Job-centered
  - b. Production-oriented
  - c. Task-oriented
  - d. People-oriented
10. Two factor theory was prepared by:
  - a. Herzberg
  - b. Porter and Lawler
  - c. Maslow
  - d. Mc Gregor

11. Feeling arising out of inadequate definition of role is known as:
  - a. Role ambiguity
  - b. Role conflict
  - c. Role perception
  - d. Role expectation
12. X and Y theory was propounded by:
  - a. Herzberg
  - b. Maslow
  - c. Porter and Lawler
  - d. Mc. Gregor
13. The ERG theory is related to:
  - a. Herzberg
  - b. Maslow
  - c. Adam
  - d. Alderfer
14. Job involvement is a type of:
  - a. Attitude
  - b. Value
  - c. Belief
  - d. None of these
15. Reinforcement principle is associated with:
  - a. Skinner
  - b. Inancevich
  - c. Guthrie
  - d. None of these
16. The "carrot and stick" theory of motivation is related to:
  - a. Theory X.
  - b. Theory Y.
  - c. Maslow's recent assumption about human motivation.
  - d. None of these.
17. Who has asserted that management skill is a must, while technical competence is highly desirable but not essential?
  - a. Fayol
  - b. Appley
  - c. Goode
  - d. None of these
18. Who has provided four system of management?
  - a. Blake and Mouton
  - b. Hersey and Blandchard
  - c. Likert
  - d. None of these
19. Who is a neoclassical theorist?
  - a. Fayol
  - b. Kahn
  - c. Worthy
  - d. None of these
20. Who has stressed the group theory (behavioural) of organization?
  - a. Likert
  - b. Simon
  - c. Woodward
  - d. None of these

**( PART-B: Descriptive )**

**Time: 2 hrs. 40 min.**

**Marks: 50**

[ Answer question no.1 & any four (4) from the rest ]

1. What is Organizational Behaviour? Discuss about the elements of Organizational Behaviour. 4+6=10
2. Discuss in detail about the approaches to Organizational Behaviour. 10
3. What is change management? Discuss about the strategies to introduce planned change. 4+6=10
4. What is Personality? Discuss about the determinants of Personality. 3+7=10
5. What is Leadership? Discuss about the types of Influence Patterns. 4+6=10
6. What is Organizational Culture? Discuss about the Cultural Dimension. 4+6=10
7. What is Intrinsic and Extrinsic Motivation? Critically examine the Implications of Maslow's Hierarchy of Need Theory. 5+5=10
8. What is Organizational Development? Discuss about the techniques used in the Diagnostic Process. 4+6=10

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